

Supportive Services Survey of Workforce Investment Board Programs

DRAFT

(please fill-in the blank)

Response from: **NORTHWEST Workforce Investment Area**

The Missouri Training and Employment Council is currently developing a “State of the Workforce” report for Missouri. This report will be a foundation on which to build the implementation plan for meeting the needs of business and industry while serving individuals with the best programs that can be developed. Because “supportive services” are essential for individuals transitioning from low skill/low wage jobs or from welfare-to-work, and because understanding supportive services needs are important for both strategic planning and program development, we are asking for your help by completing this survey of supportive services among local Workforce Investment Areas.

We ask that your interpretation of the term “supportive services” be general and broad. By this we mean: **“any intervention by your staff for providing to clients either a specific single need (such as transportation to work) or multiple phases of services (such as may be required for counselling or substance abuse).”** The most important element in your response to our questions is that you depict only supportive services that are NOT provided by program funds; rather they are above and beyond what is normally provided and funded by the various funding streams for your Career Center. For example, we already know that certain child care payments are eligible expenses from Temporary Assistance for Needy Families funds (TANF). We are asking not about that program, rather how you may be providing a program to offer child care that is above and beyond those payments. How you fill the gap in the need for child care beyond your funding. Another example, some transportation payments are also made out of TANF funds, we know this. We ask rather, do you have a program that uses a consortium of agencies to purchase a car that is used for client transportation? We are looking for excellent ideas, **“best practices”** to provide services beyond the typical funding stream and fill the gap between client needs and funding levels.

1) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

TRANSPORTATION “best practices:” (Please respond as follows)

Program or Strategy: JUMP START Revolving Car Loan Program (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Jump Start is a forgivable car loan program subsidized by the Department of Economic Development, Community Development Block Grant program and operated by the Northwest Regional Council of Governments, one of the WIA Title 1 contractors in the Northwest region. Other partners include DFS, Northwest Technical School, Money Smart partnership, Northwest Ford, and Community Services, Inc. The program was created to help individuals obtain reliable transportation to and from work. To be eligible, participants must meet financial eligibility requirements, have a valid driver’s license, be able to obtain affordable insurance, have an employment goal, and be willing to work with workforce development staff. Funds from the grant goes to purchase a vehicle up to \$3000 with an additional \$1500 for repairs and to help the participant get started with two months of insurance. Once approved, the participant is matched with a donated or local dealer’s car. Northwest Technical School is responsible for inspecting/ repairing the vehicle before transfer. Participants repay at a rate of \$50 per month until either the loan value is fully repaid, or may have their loan forgiven if they meet several conditions, including:

- make a minimum of \$600 in timely payments,
- maintain insurance,
- attend car maintenance class at Northwest Technical School,
- obtain/ retain employment or make significant progress toward employment goal
- Attend MoneySmart classes

Money recovered in loan repayments are used to purchase/ repair other vehicles.

Unique **local resources** applied to this need: The capacity of auto repair classes at the local technical school, the dealership supply of used vehicles in average/ minimal repair.

Funding source/sources for this program: (providing the amount is optional)
Department of Economic Development Community Development Block Grant Program

2) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

CHILD CARE “best practices:” (Please respond as follows)

Program or Strategy: HeadStart (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Two of our WIA Title 1 Contractors, Economic Opportunity Corporation and Community Services, Inc. are also the grantee agencies for Head Start. This program provides comprehensive child and family development services to low-income children and their families, with the goal of social competence and school-readiness for the targeted child. Developmentally-appropriate curriculum is utilized in centers. Health care services are available to all enrolled children, including medical examinations, immunizations, dental health screenings, mental health observations, and nutritious meals. Social services are provided to all families which support their expressed family goals. While HeadStart is not a full-day program, there are options available to working parents which link this program to full-day child care.

Unique **local resources** applied to this need:

20% local match required, usually through free or reduced space costs, volunteer time, reduced professional fees for medical, mental health, dental health, and other services,

Funding source/sources for this program: (providing the amount is optional)
US Department of Health and Human Services, Administration for Children and Families

3) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

HOUSING “best practices:” (Please respond as follows)

Program or Strategy: HUD Section 8 Housing (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Two of our WIA Title 1 contractors, Green Hills Community Action Agency and Community Services, Inc. are also the grantee agencies for HUD Section 8 Housing. This program provides portable vouchers for free/ reduced pre-approved housing to eligible clients.

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)
US Housing and Urban Development

4) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for
MENTAL HEALTH “best practices:” (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

5) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for
SUBSTANCE ABUSE “best practices:” (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

6) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

CONTEXTUAL LEARNING “best practices:” (Please respond as follows)

(Contextual learning uses experiences on the job to impart further academic or technical skills and knowledge; learning in the “context” of performing a job).

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

7) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

EMPLOYER-BASED programs **“best practices:”** (Please respond as follows)

Program or Strategy: Stepping Stones (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

This program is one of several strategies identified and developed by the Northwest Regional Healthcare Workforce Development Team to increase the number allied health professionals in the region. It is specifically designed to promote internal career development for employees in low-skill jobs who are willing and able to train for select high-demand health professions such as

radiology technician, LPN, pharmacy, RN, etc. Tuition and fees are provided with an agreement for year-on-year service. Mentor and preceptor assignments are made for each participant to support their transition to new roles. A multitude of “pipeline” programs bring prepared prospective students into this program, ie. ACES, volunteer opportunities, health career camps, cadets, medical explorers, etc.

Unique **local resources** applied to this need:

Tuition/fees/books through Heartland Hospital (approx \$300,000), Mentor/Preceptors through Missouri Western State College, “Pipeline” programs through Area Health Education (AHEC)

Funding source/sources for this program:

Initial DOL Sectoral Demonstration planning grant – FY 2001 - \$75,000

8) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

CREDENTIALLING “best practices:” (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

9) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

MENTORING “best practices:” (Please respond as follows)

(One-on-One case management, or job coaching, or more comprehensive mentoring program).

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

10) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **INDIVIDUAL DEVELOPMENT ACCOUNTS “best practices:”** (Please respond as follows)

Program or Strategy: _____ (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

11) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **WHOLISTIC supportive service** programs **“best practices:”** (Please respond as follows) (“Wholistic” programs are designed to approach all aspects of supportive services needs, rather than one or two priority needs. All good customer service is wholistic, but do you have a program as such).

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

12) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

OTHER programs “**best practices:**” (Please repeat for more than one “other” program, respond as follows)

Program or Strategy: MoneySmart (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Money Smart is a financial literacy curriculum designed to help adults currently outside the financial mainstream build financial knowledge and develop positive relationships with financial institutions. It has been developed through the Federal Deposit Insurance Corporation (FDIC) and jointly sponsored by the US Department of Labor. Northwest regional Council of Governments was the first rural pilot in the nation to demonstrate the application of MoneySmart. Various financial professionals in the community, such as bankers, insurance agents, savings and loan officers, realtors, etc. present standardized units of study relevant to their body of knowledge. These units include Borrowing Basics, Bank On It, Check It Out, Money Matters, Pay Yourself First, Keep It Safe, To Your Credit, Charge It Right, Your Own Home, and others. Participants may be required to attend for eligibility for other agency services and/ or receive financial incentives from participating institutions for completion of the entire curriculum.

Unique **local resources** applied to this need:

Capacity of several executive-level financial professionals in teaching classes. Bank Midwest has offered free checking accounts, reduced interest on loans and/or slightly higher interests on savings accounts for individuals who have completed the Money Smart curriculum. Other participating local institutions have offered comparable product discounts to Money Smart graduates.

Funding source/sources for this program: (providing the amount is optional)

Technical assistance for the local MoneySmart partnership and the entire cost of material development / production is provided by FDIC.

